



JOB DESCRIPTION

Position Title: Match Support Specialist	Job Code:	Overtime Status: Exempt
Department: Match Support Services	Location:	
Reports To: Director of Programming	Number of People Supervised: 0 Salary Range: \$31,500.00 - \$33,500.00	

POSITION PURPOSE

This position has been created to provide match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers, parents, and guardians.

Key Responsibilities

- Follow all procedures and policies outlined in the Service Delivery Manual.
- Maintain a caseload of 80-100 matches.
- Continually assess the match relationship by focusing on child safety, match relationship development, positive youth development and volunteer satisfaction. Identify, address, and resolve real and/or potential problems as early as possible. Match support is provided on a frequency according to BBBS Standards. More frequent contact may be required based on the needs of each match.
- Assess and provide for individual training needs, information and support needs for each match participant to ensure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Assess and refer families for alternative or additional services as needed.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Ensure database documentation is completed in AIM and is done in real-time per the agency's service delivery standards and procedures.
- Promote individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation.
- Effectively utilize all evaluation and support surveys to assess match impact on youth development and to develop and implement strategies to better support matches and improve outcomes for the children served.
- Conduct exit interview (either in-person or by phone) with all parties at match closure (when possible). Assess reasons for match closure and re-match volunteers and children as appropriate.
- Share with partnership coordinator and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Identify and promote re-engagement of volunteers as Bigs, board/committee members, and/or donors.
- Consult with other service delivery staff as appropriate. Meet with supervisor 1:1 on a monthly basis to review caseload
- Steward school partnerships and relationships by coordinating site-based programs with the school,



volunteers, children, and parents/guardians, to include interviews, trainings and orientations for each program site.

- Attend all staff and department meetings as scheduled.
- Collaborate with other service delivery staff to ensure smooth transition among functions and child safety.
- Represent the agency in a professional manner at all times, providing courteous service to both internal and external constituents.
- Assist with enrollment interviews (parent/guardian, child, and/or volunteer) as needed.
- Assist with reference checks as needed
- Assist with training and onboarding of new service delivery staff.
- Provide support to other Service Delivery team members to ensure child safety.
- Embrace, practice, and role model the agency's Core Values of Purpose, Community and Integrity.

Performance Measures:

Performance metrics for this position will be established annually based on:

- Complete a minimum of 91% of required match support contacts each month, with a minimum 70% on-time completion rate.
- Maintain quality assurance ratings of at least 4.5 out of 5.
- Ensure a minimum of 75% survey (SOR, YOS, YES) completion.
- Complete assigned match dates.
- Cover at least 6 agency activities per year (not including Benefit Dinner and BFKS).
- Participate on a BFKS team or register as a virtual bowler.
- Submit a minimum of 1 match support story/quote per month to Communications Dept.
- Take photos at match meetings and program kickoff events and submit to Communications Dept.
- Take photos of Littles at Community Based enrollment interviews and submit to Communications Dept.
- Maintain an updated list of parents/children/volunteers available for media opportunities
- Recruit at least 1 Little/match/family for external program opportunities (e.g. birthday parties, camp scholarships, agency videos, others TBD).
- Participate on a pre-match team to find the best matches for children and volunteers.
- Conduct 1 Volunteer Pre-Match Training session per month (as needed) – to start after 6 months of employment.
- Other duties as assigned.

EDUCATION& RELATED WORK EXPERIENCE

Education Level:

(minimum & preferred educational requirements necessary to perform this job successfully)

Minimum Bachelor's Degree in social services, human services or related field. A minimum of 2 years experience with case management services required.

Years of Related Work Experience :

(minimum & preferred related work experience necessary perform this job successfully)

Experience working with both diverse child and adult populations; specific assessment, intake or interview experience preferred. Must have car, valid driver's license, and meet state required automobile insurance minimums.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel	X	
Excellent oral and written communication skills	X	



Excellent interpersonal skills	X	
High level interviewing skills	X	
High level assessment and problem solving skills	X	
Ability to relate well in multicultural environments	X	
Ability to maintain confidentiality throughout daily operations	X	
Ability to effectively collaborate with other staff	X	
Ability to use time effectively	X	
Ability to focus on details	X	
Knowledge of child development, family dynamics and positive youth development best practices	X	
Knowledge of volunteer management best practices	X	
Knowledge of youth protection best practices	X	
Ability to collect meaningful data and draw solid conclusions	X	

TRAVEL REQUIREMENTS: 25-50% OF TOTAL WORK TIME

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment. Flexible work hours to meet customer needs. Evening hours required regularly. When home visits are indicated, must travel to local communities and neighborhoods.

Core Competencies	High Performance Indicators
Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action. Addresses conflicts from a positive, problem solving perspective.
Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.
Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
Communication Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others. Translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or consult with supervisor; use an awareness of formal and informal decision-making channels to achieve desired results.



Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.

Equal Employment Opportunity

BBBS, A Community of Caring provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS, A Community of Caring may change the specific job duties with or without prior notice based on the needs of the organization.

TO APPLY:

Submit a resume and cover letter describing your experience and fit for this position to:

Regina Miller, Director of Corporate Operations
Big Brothers Big Sisters, A Community of Caring
3501 Covington Road
Kalamazoo, MI 49001

By email ONLY: reginamiller@bbbsmi.org

Open until filled.

ACKNOWLEDGEMENTS	
Creation Date:	Revision Date:
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	



Signature:	Date:
Human Resources:	
Signature:	Date:

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